

## QUICK NOTES

LHD \_\_\_\_\_

VIM training date: \_\_\_\_\_

Trainer: \_\_\_\_\_

Another new acronym!

**Primary Point of Contact (PPOC)**-  
that's YOU - The LHD.

*Reminder!*

The MDCH website is updated  
regularly at [www.michigan.gov/vfc](http://www.michigan.gov/vfc)

## CONTACT LIST

MCIR Regional Staff:

- Set up and conduct VIM training for LHDs;
- When available, set up e-ordering;
- MCIR technical difficulties

MDCH Staff

- Ordering varicella: Connie Garn  
[MDCHvariorder@Michigan.gov](mailto:MDCHvariorder@Michigan.gov)
- Other vaccine e-mail orders:  
same e-mail as above.  
Confirmation of e-mail order will  
be sent to LHD.
- Fax # for paper ordering: 517-  
335-9855
- Problems with YOUR LHD  
order
- Problems with the package  
contents on delivery
- Problems with the package on  
delivery (ie damage);
- Extreme weather conditions  
anticipated:
- Shipment errors:

Field Rep: \_\_\_\_\_

- Storage and Handling  
concerns;

McKesson

- ☒ Returning shipping box w/label:

Michigan Department of Community  
Health Division of Immunization

# Centralized Distribution at Your Fingertips (for LHDs)

“COD @ Your POD”

## COMMON TROUBLESHOOTING

*If:* You have MCIR technical problems..

*Then:* Call the regional MCIR staff.

*If:* The vaccine received is compromised...

*Then:* Contact the MDCH

*If:* You are ready to return shipping boxes...

*Then:* Use the return shipping label or call 1-877-822-7746 to arrange pick-up. DO NOT call FedEx or UPS directly for return shipping containers.

*If:* I can't understand the shipping /packing list...

*Then:* Go to [www.michigan.gov/vfc](http://www.michigan.gov/vfc) or contact the field rep

*If:* I can't get my order approved to MDCH...

*Then:* Ensure all mandatory documents are up to date & in MCIR and call MDCH

*If:* I have a vaccine loss...

*Then:* Submit vaccine wastage reports to Darcy. Place a copy of the Return Vaccine Form in the shipping box and return the vaccine to McKesson.

*If:* I have a "priority" order...

*Then:* Contact MDCH

## ACTION ITEMS

- ☑ Educate your staff on the VIM system;
- ☑ Staff should review the MDCH centralized distribution website at [www.michigan.gov/vfc](http://www.michigan.gov/vfc) ;
- ☑ Keep open communication lines with your providers;
- ☑ Take advantage of MDCH open line conference calls;
- ☑ Ensure that providers and your clinics are completing the monthly paperwork;
- ☑ Let your providers know that you have "gone live" with McKesson and begun receiving vaccines from the distributor;
- ☑ Regularly review the TOF for your providers to monitor any needed changes;
- ☑ Ensure that staff who sign for packages know that the vaccine orders will now come from FedEx or UPS, not Craig and Mark;
- ☑ Talk with your FedEx or UPS delivery person. Let them know that the packages contain vaccine since you will get to know them on a regular basis.
- ☑ Review your inventory prior to May 9th.
- ☑ Check for Provider orders in the morning and afternoon
- ☑ Post Vaccine Receiving Checklist
- ☑ Teach immunization staff what documents are required to be recorded in MCIR prior to ordering;
- ☑ Develop a phone tree system to ensure that calls from providers are returned in a timely manner.